

# Knowing Chandler :: City Services

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## Economic Development Division

The City of Chandler Economic Development Division promotes the city as a preferred location for new and expanding businesses. Our primary purpose is to enhance employment opportunities and improve Chandler's tax base by focusing on industrial, office, retail, revitalization and tourism development. Our responsive team of professionals offers programs and services tailored to support the business and commercial real estate community.

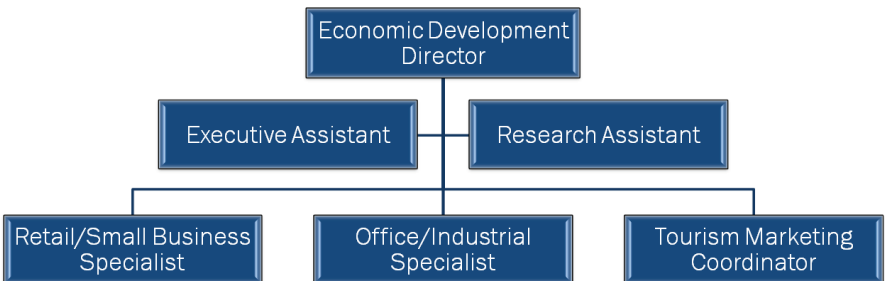
Partnering with Arizona Department of Commerce and the Greater Phoenix Economic Council, we market Chandler domestically and internationally with the purpose of attracting new business investment and new job creation to our city. In addition to maintaining a strong job base, we work to create a diverse mix of quality retail and tourism experiences.

The Economic Development Division partners with the Chamber of Commerce to reach out to Chandler's existing businesses to ensure that Chandler is a place where companies thrive. We continually assess the needs of existing business with an eye toward developing solutions, enhance opportunities and increase economic growth within our community.

We are here for you to:

- Provide data to help you make informed business location decisions
- Connect you with other appropriate city offices and resources
- Assist with development and/or occupancy processes

## Organization Chart



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## Chandler Economic Development

The City of Chandler's Economic Development Division has staff dedicated to meeting the needs of small business owners. Services provided by staff include help in the site selection process, assistance in navigating the zoning, permitting and licensing processes and connecting you to the resources that will help your business thrive. Staff can also provide market data, including demographics for Chandler and other competing areas.

## Chandler Public Library

Chandler's Public Library System consists of four branches spread throughout the city to ensure the availability of information resources. The libraries are equipped with current computer systems that provide direct access to business sites via the Internet, as well as subscription database titles. Anyone who has a Chandler Library card and a PIN can access these databases from their home or office as well.

Electronic resources include:

### **The Business and Company Resource Center**

A comprehensive research collection offering accurate, updated company and industry intelligence on thousands of global companies

### **Reference USA**

A directory and market research tool containing detailed information on millions of businesses and U.S. residents

### **GrantSelect**

A searchable list of funding opportunities from thousands of organizations throughout the country.

All four libraries have books and audios about small business start-up, entrepreneurship, finance, marketing, law, sales, personnel and other relevant topics. Downloadable materials are also available free through the Greater Phoenix Digital Library. (See [www.chandlerlibrary.org](http://www.chandlerlibrary.org)).

Library staff can help with locating materials and conducting database searches. Call the Reference Desk (for assistance or to make an appointment for individual tutoring) or log on to the web site — [www.chandlerlibrary.org](http://www.chandlerlibrary.org) - click on "Ask a Question" and receive an answer to your query via e-mail.

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## Chandler Diversity Office

The City's Diversity Office works closely with the Chandler Human Relations Commission to develop diversity programs and events that support the mission of promoting mutual respect and inclusion in Chandler. Along with the community, the Diversity Office works toward the elimination of prejudice and discrimination; and to promote amicable relations among all racial, cultural, religious, age, gender, disabled, socioeconomic and national groups within the community.

The Diversity Office maintains relationships with numerous individuals and organizations that seek to promote the success of minority-owned small businesses and staff can provide referral assistance to interested parties.

## Chandler Planning and Development Interdisciplinary Small Business Interaction Team

The Interdisciplinary Small Business Interaction Team (ISBIT) focuses on existing Chandler businesses that want to expand, relocate, convert, and/or renovate their existing place of business. ISBIT is poised to proactively meet the development needs of the small business community by identifying and minimizing the development impediments in order to enhance the client's interaction with the City. Most importantly, ISBIT provides the small business owner with a single point of contact within the City who acts as a guide through the permitting and licensing processes. ISBIT referrals are accepted at the Development Services Customer Counter and directed to the Customer Services Supervisor. The supervisor performs a simple interview with the prospective client and based on the input, confers with knowledgeable staff and formulates an action plan. Key Planning & Development Department staff will follow-up with the client either by telephone, e-mail or in person.

Knowledgeable staff will identify and explain:

- The development issues that may be expensive and/or time intensive
- The pertinent city code requirements (building and zoning codes)
- The development process steps through certificate of occupancy
- The review timeline, submittal requirements, fee requirements, permit requirements, and inspection requirements

# Knowing Chandler :: Business Resources

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## Chandler Chamber of Commerce

The Chandler Chamber of Commerce is a private, non-profit business organization that has been in business since 1912. Through nearly 100 years of service to the business community, the Chandler Chamber of Commerce has become an important advocate for the business community and the primary source for business to business networking.

The Chamber offers valuable information to small business owners in association with the Service Corps of Retired Executives (SCORE). Counseling sessions are held by appointment. Contact the Chandler Chamber of Commerce for more information.

One of the primary benefits that member businesses enjoy is the various marketing and networking opportunities provided by the Chamber. In addition, members are encouraged to get involved by serving on Chamber Committees such as the Chamber Ambassadors, Member Outreach, Public Policy and others.

## Arizona Department of Commerce

The Arizona Business Connection is your one-stop resource for information and referrals at every step of the small business development process: startup, expansion or relocation. The office also provides minority and women business owners with information on relevant business programs and services. The Arizona Department of Commerce provides a variety of resources to assist entrepreneurs.

Small Business Services (SBS) provides information and statewide resources for starting, operating and growing a business in Arizona. The SBS online program at [www.azcommerce.com/smallbiz](http://www.azcommerce.com/smallbiz) provides you with a customized step-by-step checklist of what you need to know, whom you need to contact and where you need to go for business licensing, registration, tax requirements, funding, hiring, certification, procurement opportunities and business resources.

To be certified as a Minority-, Woman-owned, Small and Disadvantaged Business Enterprise, a company must meet all qualifying standards and be at least 51 percent owned, operated and controlled by a qualifying

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person or persons. Organizations providing certification and registration programs for minority-, woman-owned, small and disadvantage businesses are listed at [www.azcommerce.com/smallbiz](http://www.azcommerce.com/smallbiz).

The Arizona Small Business Advocate is the Executive Director of the Governor's Council on Small Business (GCSB). The Advocate is responsible for keeping an open line of communication between the Governor, the Director of the Arizona Department of Commerce, the GCSB and the Arizona small business community. The Advocate and GCSB work with chambers of commerce and other groups to develop recommendations for policies and programs addressing fundamental issues related to small business in Arizona. Visit their website at [www.azcommerce.com/smallbiz](http://www.azcommerce.com/smallbiz).

## College & University Assistance

Colleges and universities have many programs that are designed to help build the local economy. They also have access to vast amounts of information through their research and databases.

### **ASU L. William Seidman Research Institute**

Based on the vision of former Dean L. William Seidman, the Seidman Research Institute today serves as an essential link between the local, national and international business communities and the intellectual and creative resources of Arizona State University's nationally ranked school of business. From collecting and disseminating essential information about local economies to benchmarking industry practices to identifying emerging business research issues, the Seidman Research

Institute's member centers have gained the recognition and respect of business practitioners and academics the world over.

### **ASU Career Services Office**

Provides a vast array of services including resume referrals, job listings, on campus recruitment, pre-recruiting information, job fairs and information sessions.

### **ASU Spirit of Enterprise Center**

The Spirit of Enterprise Center brings students and businesses together to accelerate entrepreneurship within the communities they serve.

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## **ASU Office of Economic Affairs**

Oversees several various programs that could provide useful resources including: ASU Technopolis and the ASU/Scottsdale Center for Innovation and Technology.

## **ASU Advanced Technology Innovation Center**

Created to assist entrepreneurs and startups build their product ideas, taking innovation from paper to an actual prototype.

## **ASU Technopolis**

Offers rigorous programs that educate, coach and connect innovators and entrepreneurs.

## **Arizona Technology Enterprises**

The office is responsible for transferring intellectual property from the University to the commercial market, and assist companies in all facets of tech transfer business establishment.

## **Chandler-Gilbert Community College**

Chandler-Gilbert has three East Valley campuses and is part of the Maricopa County Community College system. Customized training and various services for small businesses are offered at the Pecos Campus.

## Furthering Education for Employees

### **Arizona Department of Commerce - Workforce Recruitment & Job Training Program**

The Arizona Work Force Recruitment and Job Training program, through the Arizona Department of Commerce, provides short-term customized grants for the training of net new employees. The program is administered in coordination with training providers such as the community colleges, private post-secondary institutions, trade schools or with the applicant itself. The program funds up to 75% of the total eligible costs while the company contributes the other 25%. Recent awards range from \$300 to \$1,000 per employee. The City of Chandler works closely with the Maricopa Community College District to assist companies in meeting all facets of their workforce needs. This includes developing customized training programs, recruitment and pre-screening, and assisting with the application process for the Arizona Work Force and Job Training Grant.

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## **Maricopa Workforce Connections**

Maricopa Workforce Connections works with local businesses, faith and community-based organizations to help area businesses succeed in securing qualified talent, training current employees to use new industry technology, and providing lay-off aversion resources and transition strategies.

# Knowing Chandler :: Further Resources

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## **Chandler Economic Development Division**

215 E Buffalo St  
Chandler, AZ 85225

Phone: 480.782.3030  
Fax: 480.782.3040

## **Chandler Diversity Office**

55 N Arizona Pl #301  
Chandler, AZ 85225

Phone: 480.782.2217  
Fax: 480.782.2209

## **Chandler Public Library**

Downtown Library  
22 S Delaware St  
Hamilton Library  
3700 S Arizona Ave  
Sunset Library  
4930 W Ray Rd  
Basha Library  
5990 S Val Vista Dr

Phone: 480.782.2803

Phone: 480.782.2828

Phone: 480.782.2840

Phone: 480.782.2850

## **Chandler Planning and Development Interdisciplinary Small Business Interaction Team**

215 E Buffalo St  
Chandler, AZ 85225

Phone: 480.782.3171

## **Arizona Department of Commerce - Small Business Services**

1700 W Washington St  
Suite 600  
Phoenix, AZ 85007

Phone: 602.771.1196  
Web: [www.azcommerce.com/  
smallbiz](http://www.azcommerce.com/smallbiz)

## **Workforce Resources**

### **Arizona Department of Commerce - Workforce Recruitment & Job Training Program**

1700 W Washington St  
Suite 600  
Phoenix, AZ 85007

Phone: 602.771.1181  
Web: [www.azcommerce.com/  
workforce/jobtraining](http://www.azcommerce.com/workforce/jobtraining)

### **Maricopa Workforce Connections**

Goodwill Industries of Central AZ  
930 N Alma School Rd  
Chandler, AZ 85224

Phone: 480.792.6924



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## Education Resources

### **ASU Spirit of Enterprise Center**

WP Carey School of Business  
BA 101  
Tempe, AZ 85287

Phone: 480.965.0474  
Fax: 480.727.6185  
Web: [www.wpcarey.asu.edu/Spirit](http://www.wpcarey.asu.edu/Spirit)

### **ASU Office of Economic Affairs**

300 E University Dr  
Suite 310  
Tempe, AZ 85287

Phone: 480.965.1225  
Fax: 480.965.8293  
Web: [www.ovprea.asu.edu](http://www.ovprea.asu.edu)

### **ASU L. William Seidman Research Institute**

PO Box 874011  
Tempe, AZ 85287

Phone: 480.965.5362  
Fax: 480.965.5458  
Web: [www.wpcarey.asu.edu/seid](http://www.wpcarey.asu.edu/seid)

### **ASU Career Services Office**

1151 S Forest Ave  
Tempe, AZ 85287

Phone: 480.965.2350  
Web: [www.asu.edu/studentaffairs/career](http://www.asu.edu/studentaffairs/career)

### **ASU Technopolis**

1475 N Scottsdale Rd  
2nd Floor  
Scottsdale, AZ 85257

Phone: 480.884.1804  
Fax: 480.884.1888  
Web: [www.asutechnopolis.org](http://www.asutechnopolis.org)

### **ASU Advanced Technology Innovation Center**

7171 E Sonoran Arroyo Mall  
Peralta Bldg. Suite 230  
Mesa, AZ 85212

Phone: 480.727.1647  
Fax: 480.727.1248  
Web: <http://atic.asu.edu>

### **Arizona Technology Enterprises**

SkySong  
1475 N Scottsdale Rd  
Suite 200  
Scottsdale, AZ 85257

Phone: 480.884.1996  
Fax: 480.884.1984  
Web: [www.azte.com](http://www.azte.com)

ASU Realty Studies:	480.727.1300
JP Morgan Economic Outlook Center:	480.965.5362
ASU Center for Competitiveness & Prosperity Research:	480.965.3961
ASU Center for Services Leadership:	480.965.6201

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## **Chandler-Gilbert Community College**

Pecos Campus	Phone:	480.732.7000
2626 E Pecos Rd	Fax:	480.732.7090
Chandler, AZ 85225	Web:	<a href="http://www.cgc.maricopa.edu">www.cgc.maricopa.edu</a>

## **Chamber Resources**

### **Chandler Chamber of Commerce**

25 S Arizona Pl	Phone:	480.963.4571
Suite 201	Toll Free:	800.963.4571
Chandler, AZ 85225	Fax:	480.963.0188
	Web:	<a href="http://www.chandlerchamber.com">www.chandlerchamber.com</a>

### **Arizona Small Business Association**

4130 E Van Buren St	Phone:	602.265.4563
Suite 150	Fax:	602.265.3681
Phoenix, AZ 85008	Web:	<a href="http://www.asba.com">www.asba.com</a>

### **Arizona Hispanic Chamber of Commerce**

255 E Osborn St	Phone:	602.279.1800
Suite 201	Fax:	602.279.8900
Phoenix, AZ 85012	Web:	<a href="http://www.azhcc.com">www.azhcc.com</a>

### **Asian Chamber of Commerce**

7217 N 6th Way	Phone:	602.222.2009
Phoenix, AZ 85020	Fax:	602.870.7562
	Web:	<a href="http://www.asianchamber.org">www.asianchamber.org</a>

### **Chinese Chamber of Commerce of Arizona**

PO Box 32865	Web:	<a href="http://www.cccarizona.org">www.cccarizona.org</a>
Phoenix, AZ 85064		

### **Greater Phoenix Black Chamber of Commerce**

201 E Washington St	Phone:	602.307.5200
Suite 350	Fax:	602.307.5204
Phoenix, AZ 85004	Web:	<a href="http://www.phoenixblackchamber.com">www.phoenixblackchamber.com</a>

### **Greater Phoenix Chamber of Commerce**

201 N Central Ave	Phone:	602.495.2195
27th Floor	Fax:	602.495.8913
Phoenix, AZ 85004	Web:	<a href="http://www.phoenixchamber.com">www.phoenixchamber.com</a>

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## **Greater Phoenix Economic Council (GPEC)**

2 North Central Ave  
Suite 2500  
Phoenix, AZ 85004

Phone: 602.256.7700  
Toll Free: 800.421.4732  
Fax: 602.256.7744  
Web: [www.gpec.org](http://www.gpec.org)

## **US Women's Chamber of Commerce**

1200 G Street, NW  
Suite 800  
Washington, DC 20005

Toll Free: 888-41-USWCC  
Web: [www.uswcc.org](http://www.uswcc.org)

## On-line Assistance

### **ABC's of Small Business and Entrepreneur Success**

Web: [www.liraz.com](http://www.liraz.com)

### **Create a Business Website**

Web: [www.hostway.com](http://www.hostway.com)

### **Retirement Business Startup Guidance**

Web: [www.bizstarters.com](http://www.bizstarters.com)

### **Kauffman Foundation e-Venturing Entrepreneur's Resource Center**

Web: [www.entrepreneurship.org](http://www.entrepreneurship.org)

### **Small Business Help Center**

Web: [www.helpbizowners.com](http://www.helpbizowners.com)

### **House Small Business Committee**

Web: [www.house.gov/smbiz](http://www.house.gov/smbiz)

### **The U.S. Chamber of Commerce Small Business Center**

Web: [www.uschamber.com/sb](http://www.uschamber.com/sb)

### **Small Business Taxes and Management**

Web: [www.smbiz.com](http://www.smbiz.com)

### **The Wall Street Journal Center for Entrepreneurs**

Web: <http://startup.wsj.com>